



Penn Foster Career School
1-800-275-4410
200 Hickory Street

Scranton, Pennsylvania 18505

ENROLLMENT AGREEMENT

Welcome **GuestSvcAgnt-Diploma-Sample**. Congratulations on your enrollment! This is your official Penn Foster Career School Enrollment Agreement. The information you provided to us is reflected below.

Student Information

Name

GuestSvcAgnt-Diploma-Sample 021025-1409

Enrollment Date

10 Feb 2025 (UTC)

Address

200 Hickory Street

Student Number

250210999N

Scranton, PA 18505

United States

Email

mwheaton+021025-1409@pennfoster.edu

Enrollment Number

250210RV7Z [null]

Date Of Birth

01/01/2001

Program Name

Guest Service Agent

Degree Type

Career Diploma

Below are terms of agreement, which constitute the entire agreement between Career Step, LLC (hereinafter "Penn Foster Career School") and you regarding your Enrollment in your Guest Service Agent Career Diploma and may be amended only by written agreement between us.

1. PROGRAM INFORMATION

You are enrolling to receive a Career Diploma in the Guest Service Agent Program (the "Program"). You will have 12 months to complete your program. You have the right to request 6-month extension(s) across the full term of the Program provided the Program is completed within 30 months. The fee for each such extension is \$125.

Based on information you have provided, your highest level of education is High School Diploma/GED.

2. PAYMENT SCHEDULE

Your total cost is \$989, which includes Tuition Charge \$860, Registration Fee \$129 and Finance Charge (as described in the Truth in

You chose our **Pay in Full** payment schedule. Under this plan, you agreed to pay a down payment of \$1048.34 by card at the time of Enrollment, which covers your total cost. Depending on where you live, you may be charged additional taxes.

3. PRICING POLICY

Below are the applicable fees.

Late Payment:

I agree to pay my debt to Penn Foster Career School for any amounts due for tuition, fees, and other charges. If my charges are not paid when due, I agree to pay Penn Foster Career School all fees and costs associated with the collection of my delinquent account. In addition to payment of the principal amount due, the additional fees and costs may include collection agency fees constituting 20 percent of the principal amount due if Penn Foster Career School engages a collection agency to collect payment; any and all interest on the outstanding balance at the maximum legal rate allowed by law and; any and all other costs associated with collection of the amount due Penn Foster Career School. I understand my obligation to pay these additional fees and costs associated with collection of my delinquent account.

Non Sufficient Fund [NSF] Fee:

If a payment default occurs as a result of your maintaining insufficient funds in your account or on your card, you will be charged a \$20 fee and Penn Foster Career School will resubmit for payment.

Extension Fee:

You have the right to request 6-month extension(s) across the full term of the Program provided that program is completed within 30 months; the fee for each such extension is \$125.

Note: These fees are subject to change. Waived fees/Savings may be reapplied if your account is cancelled, payment option is changed or payment is overdue.

4. CANCELLATION AND REFUND POLICY

Students may cancel their enrollment via telephone, email, or first-class mail to the physical address listed in the student catalog. Students may also cancel their enrollment in the "Help Center" of the Learner Center.

If you cancel within 5 days after midnight of the day you enroll, you will receive a refund of all monies paid to Penn Foster Career School.

If Student Cancels after 5 days and	Amount Student Owes
If the student has not submitted any lessons	Non-Refundable Fees + Registration Fees
If the student has submitted at least one lesson, up to and including 10% of the lessons	Non-Refundable Fees + Registration Fees + 10% of Tuition
If the student has submitted more than 10% of the lessons, up to and including 25% of the lessons	Non-Refundable Fees + Registration Fees + 25% of Tuition
If the student has submitted more than 25% of the lessons, up to and including 50% of the lessons	Non-Refundable Fees + Registration Fees + 50% of Tuition
If the student has submitted more than 50% of the lessons	Non-Refundable Fees + Registration Fees + 100% of Tuition

Below is a sample refund for a student enrolled in Career School.

The percentage of the program completed shall be determined by comparing the number of completed lessons received for services by the school to the total number of lessons in the program.

Tuition	Fees	Total
Tuition: \$721.00	Registration: \$108.00	Amount Paid by Student: \$454.00
Lessons: 44	Shipping (If applicable): \$0.00	Refund Due to Student if Cancelled: \$273.90
Lessons Taken: 4	Administrative (If applicable): \$0.00	
Lesson Percentage: 9.09%	Total: \$108.00	
Cancel Terms Percentage: 10.00%		
Total Due: \$72.10		

Any amount owed is due at the time of cancellation. All refunds will be issued within 30 days of Penn Foster Career School's receipt of your notice of cancellation.

5. GRADUATION

Upon successful completion of the Program academic requirements and fulfillment of your financial obligations, you will be awarded Guest Service Agent Career Diploma from Penn Foster Career School. Penn Foster Career School reserves the right to academically cancel any student who fails to demonstrate satisfactory progress in the Program.

Cheating or other violations of the Student Catalog may also result in disciplinary action up to and including the termination of your Enrollment.

Job placement, compliance with state or local professional licensing requirements (if applicable), and/or transferability of academic credits are not guaranteed to graduates of the Program or Program courses. If you are planning to continue your education with another school, you should check with that school regarding credit transfer policies. Penn Foster Career School will not provide a refund or be liable for any losses that you may incur as a result of your inability to gain employment or admission to any institution, or failure of Program course credits to transfer to another institution.

6. PROGRAM MATERIALS COPYRIGHT NOTICE

Penn Foster Career School or its vendors hold all ownership rights in the Program materials. You are strictly prohibited from copying and/or providing to any third party all or any part of the Program materials that Penn Foster Career School provides to you without Penn Foster Career School's prior written consent. If you violate this prohibition, you may be subject to criminal and civil penalties and fines, as well as disciplinary action up to and including expulsion from your program.

7. BINDING AGREEMENT, LIMITATION ON DAMAGES, AND GOVERNING LAW

This Agreement is a legally binding contract when signed by you and accepted by Penn Foster Career School at its offices in Pennsylvania and is governed by Pennsylvania law. Your signature on this Agreement indicates you have read and understand its terms and any literature you have received from us and you believe you are able to benefit from the Program. Penn Foster Career School shall not be liable for any incidental, consequential, punitive, or multiple damages of any kind in any controversy or claim arising out of or relating to this Agreement, or breach thereof.

NOTICE: Any holder of this consumer credit contract is subject to all claims and defenses which the debtor could assert against the seller of goods or services obtained pursuant hereto or with the proceeds hereof. Recovery hereunder by the debtor shall not exceed amounts paid by the debtor hereunder .

Dispute Resolution

This agreement, and any dispute involving the terms thereof, shall be governed by and construed under the laws of the Commonwealth of Pennsylvania. Any controversy or claim arising out of relating to this Agreement, or breach thereof, no matter how pleaded or styled, shall be settled by arbitration in accordance with the Consumer Rules of the American Arbitration Association, and judgment upon the award rendered by the Arbitrator may be entered in any court having jurisdiction.

Grievance

Any questions or problems not satisfactorily answered by Penn Foster Career School should be directed to (i) the State Board of Private Licensed Schools, PA Department of Education, 607 South Drive, Floor 3E, Harrisburg, PA 17120; Penn Foster Career School is licensed by the Board. (ii) the Distance Education Accrediting Commission website: <http://www.deac.org>; phone: 202-234-5100; (iii) the Commission on Secondary Schools of the Middle States Association of Colleges and Schools; website: <http://www.msa-cess.org>; phone: (267) 284-5000; or (iv) GA: <http://gnpec.georgia.gov/student-complaints>, (770) 414-3300.

Privacy Notice

Your Enrollment and academic records will be protected in accordance with applicable rules and regulations.

Use of Name and Likeness

We may use your name, likeness, personal information, and any verbiage and words you provide. You hereby release Penn Foster Career School from any claim you have based on the usage of your name and likeness and allow the use of said information in our marketing materials not limited to news releases, advertisement copy, web content, photographs, or testimonials. If you refuse such usage or do not wish to receive our mailings, notify us in writing: Penn Foster Career School, 200 Hickory Street Scranton, Pennsylvania 18505.

Licensing and Accreditation

Penn Foster Career School is licensed by the Pennsylvania State Board of Private Licensed Schools and is accredited nationally by the Distance Education Accrediting Commission and regionally by the Commission on Secondary Schools of the Middle States Association of Colleges and Schools. Policies on transfer credit vary by institution. Students wishing to transfer coursework from Penn Foster Career School to another institution should check with the receiving institution to understand their policy on transfer credits.

8. ACKNOWLEDGEMENT, ACCEPTANCE AND SIGNATURE

By signing this Enrollment Form, I acknowledge that I have received, read, understood, and agree to be bound by the terms and conditions on all pages of this agreement (including without limitation, the credit disclosures), as well as the student catalog, refund policy, sample refund calculation, applicable discounts, career services and any information pertaining to this program, including technology requirements, provided on Penn Foster Career School's program website (pennfoster.edu).

I acknowledge that I have reviewed the state educational professional licensing requirements where I live (go to <https://www.pennfoster.edu/admissions/admissions-requirements/state-licensing> for state board licensing information) and am taking responsibility for ensuring that the program satisfies the state and local district requirements regarding compulsory age students (if applicable) and read the technology requirements for this program on the website and in the student catalog. I also understand that I am responsible for, and guarantee prompt and full payment of the tuition and fees outlined in the Enrollment Agreement.

Penn Foster Career School or any of its agents may contact me, as a student or guarantor, regarding any matter using the land line, mobile phone (either by calling or texting) or email address that I have provided; standard text messaging rates may apply.

GuestSvcAgnt-Diploma-Sample 021025-1409

2/10/2025 2:22:51 PM mwheaton+021025-1409@pennfoster.edu

© 2023 Penn Foster Career School.

Template Code: EA001
Document ID:1000659997